

R-VISION

Date: November 13, 2008

Total Pages: 6 (including cover)

To: Service and Parts Managers

From: R-Vision Customer Service

**Re: Service Bulletin 08-11-01
Recall 08V578000 US / 08-396 CN**

Workhorse Steering Linkage Castle Nut

Workhorse Custom Chassis has initiated a recall on certain W-42 & W18 RV chassis regarding the potential for the castle nut on the steering arm drag link to strip due to an over-torque condition. The affected vehicles include certain 2006-2007 R-Vision Trail Lite & Trail Aire Class A Motorhomes.

Owners will receive notification letters from Workhorse Custom Chassis. All inquiries, parts requests, and claims should be directed to Workhorse at 877-946-7731.

If you have any questions pertaining to this Service Bulletin or you did not receive all pages, please contact us at 1-800-685-6545.

R-Vision, Inc.
2666 S. Country Club Rd
Warsaw, In 46580

Release Date: 11/13/2008

2008 Service Bulletin

08-11-01

Products Affected:

R-VISION 2006 - 07 Trail Lite & Trail Aire

Date: November 13, 2008

Dear R-Vision Dealer,

R-Vision, Inc has been advised that Workhorse Custom Chassis has initiated a Recall 20801-C pertaining to certain W-42 & W18 RV series chassis. This service bulletin addresses that a potential exists that the castle nut on the steering arm drag link may be stripped from an over-torque condition. If the nut is stripped it can come loose allowing the castle nut and drag link to separate from the steering arm. This will result in a loss of steering control and possible crash. R-Vision has filed this information with NHTSA as 08V578000 and Transport Canada as 08-396.

Please contact Workhorse at 1-877-946-7731, you will need to provide the Vin number located on the front firewall or the Fed tag on drivers sidewall next to the drivers seat to verify it is affected or if it has been completed. Use the same phone number for any parts requests and any processing of claims to Workhorse as they are conducting the service campaign.

Enclosed is a copy of the owner letter, service campaign bulletin & instructions received by R-Vision from Workhorse. Please distribute this information throughout your dealership. If you have any questions pertaining to this bulletin. R- Vision suggests that you follow Workhorse request and contact them at 1-877-946-7731.

Thank You,



Chuck R. Zucker
Technical Coordinator Supervisor

R08026



Workhorse Custom Chassis
P.O. Box 110, 922 South State Route 32
Union City, IN 47390 USA

navistar.com

A NAVISTAR COMPANY

SAFETY RECALL 20801-C

SEPTEMBER 2008

Dear Workhorse Customer,

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Workhorse has decided that a defect which relates to motor vehicle safety exists in certain W42 commercial chassis and W18 RV chassis built 5/10/05 thru 5/8/08.

REASON FOR THIS RECALL

The castle nut that retains the steering drag link to the pitman arm may have been improperly torqued. The improper assembly torque may have damaged the castle nut and compromised the integrity of the connection.

RISK TO MOTOR VEHICLE SAFETY

If the drag link were to separate from the pitman arm, the driver would not have directional control of the vehicle possibly causing a crash and potentially resulting in property damage, personal injury, or death.

ACTIONS YOU SHOULD TAKE

Please contact your Workhorse® dealer to schedule an appointment to have your vehicle repaired. You may locate your nearest dealer by calling 1-877-946-7731 or by visiting <http://www.navistar.com>.

The repair will involve replacement and proper assembly of the castle nut that retains the steering drag link to the pitman arm.

Dealers will have parts and instructions to repair your vehicle by 9/1/08.

This repair will be performed free of charge and may take approximately 30 minutes to complete.

IF YOU DO NOT OWN THIS VEHICLE

Workhorse's records indicate you are the owner of the vehicle identified on the enclosed Authorization for Recall Service card. If you do not own this vehicle, please fill out and return mail the card so that you will not be contacted again about this recall.

IF YOU NEED ASSISTANCE

If you believe that Workhorse has failed to perform this repair within a reasonable amount of time, or the existing condition was not remedied without charge, please contact Workhorse at 1-877-946-7731. You may also submit a complaint to:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave, SE
Washington, DC 20590

Or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9152) or go to <http://www.safercar.gov>.

LESSOR REQUIREMENTS

Federal regulations require that any vehicle lessor receiving this Recall Notice forward a copy of it to the lessee within ten days.

REIMBURSEMENT ELIGIBILITY

If you have previously paid for repairs as a result of this defect you may be entitled to recovery of those expenses if they occurred 8/1/07 thru 10/31/08. Contact Workhorse at 1-877-946-7731 to determine reimbursement eligibility.

Workhorse requests your prompt attention and patience regarding the correction of this defect and apologizes for any inconvenience this may cause you.

Workhorse Custom Chassis, LLC



WORKHORSE CUSTOM CHASSIS SERVICE BULLETIN

BULLETIN NO: 20801-C

BULLETIN TYPE: Campaign Safety

SUBJECT: Steering arm castle nut

MODELS: Certain 2006, 2007, and 2008 W42 and W18 models

Workhorse Custom Chassis has determined that a defect which relates to motor vehicle safety may exist in certain W42 series Commercial step-van vehicles and W18 RV chassis.

It is possible that the above models may have had a drag link to steering arm castle nut stripped from an over-torque condition. If the castle nut is stripped, it can become loose from the drag link stud allowing the drag link to separate from the steering arm. This will result in a loss of steering control and a possible vehicle crash.

Workhorse Custom Chassis is conducting a safety recall campaign to replace the castle nut and cotter pin on involved vehicles.

VEHICLES INVOLVED

The following W42 and W18 models are involved:

2006 Models VIN 63409765 to 63419767

2007 Models VIN 73417875 to 73429777

2008 Models VIN 83425662 to 83435224

Dealers can check the WOW system to determine if a specific vehicle is involved and if it has been completed. Workhorse Custom Chassis believes that only a small number of vehicles in the VIN ranges may actually have a stripped nut.

OWNER NOTIFICATION

Workhorse Custom Chassis will notify retail owners and body companies regarding this recall campaign. Attached is the owner letter with owner instructions.

DEALER CAMPAIGN RESPONSIBILITY

1. WCC dealers must perform this campaign on identified customer vehicles at their request at no charge, regardless of time or vehicle mileage.
2. All dealer stock must be held and repaired before delivery to retail customers. Please note that it is a violation of Federal law for a dealer to deliver a new vehicle covered by this notice under a sale or lease until the defect is remedied. Also, any vehicle lessor receiving this recall notice must forward a copy of the notice to the lessee within ten (10) days.

SERVICE PROCEDURE

The service procedure for this recall involves replacing the suspect castle nut on all involved units as outlined in the **REPAIR PROCEDURE**.

RECALL CAMPAIGN COMPLETION LABEL

Complete the Recall Campaign Completion Label (Part Number W8001493) and attach it to the air cleaner housing in a visible area. This label is included in the parts kit. Also, these labels are available from the WCC Parts Department.

WARRANTY INFORMATION

Claim Type-----Complete campaign 20801-C
Labor Operation Code-----T2017---0.4 hours --- Replace castle nut.
Above times include 0.2 hours administrative time.

PARTS INFORMATION

Parts Kit part number W8006126 contains the following items and is available through normal parts channels.

<u>Part Number</u>	<u>Description</u>
W0007729	Castle nut
W0000701	Cotter pin for castle nut
W8001493	Campaign Completion label

REPAIR PROCEDURE

1. Refer to the appropriate Service Repair Manual for general information involving steering system repairs.
2. Remove existing castle nut and cotter pin as shown in graphic below.
3. Check ball joint threads for any metal contamination from the nut and clean as necessary. (The ball threads are very hard material and the castle nut is soft material. A stripped nut will not damage the ball joint threads, but may contaminate the threads.)
4. Install new castle nut and torque to 88 ft-lbs. (120 nM).
5. **USE CLICKER WRENCH TO TIGHTEN**
6. Install cotter key. If necessary, turn nut clockwise (tighten) until nut slots align with cotter pin hole.

